

PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

CLASS TITLE: Information Systems Technical Specialist

DEPARTMENT: Finance	ACCOUNTABLE TO: Information Systems Manager/ Director of Finance	FLSA STATUS: Non-Exempt (Ranges 20, 24) Exempt (Range 30)
SALARY RANGE:	20, 24, 30	
<p>CLASS SUMMARY: Under general supervision of the Information Systems Manager/Director of Finance and depending upon area of assignment, Incumbent is responsible for implementing, maintaining, administering, and modifying Padre Dam’s computer systems which may include utility billing, financial systems, Local Area Network (LAN) and Wide Area Network (WAN) based hardware and software systems, SCADA and other applications used by multiple departments. Duties may include (depending upon area of assignment): installing, configuring, testing, securing and maintaining hardware, software, peripherals and communication equipment; troubleshooting complex and/or recurring application, hardware and software problems; recommending and/or implementing solutions, system additions, upgrades and training; overseeing the answering and placing of help desk calls; completing system upgrades for both software and hardware; training users or arranging training for users; purchasing related equipment supplies; performing database management and application development, managing contracts and work done by consultants; maintaining various computer-related systems such as web-based systems and applications, e-mail, document management, file servers and related security needs; converting data for new applications; responding to emergency calls; managing and administering Padre Dam’s telecommunications system; performing project management tasks; and other duties as assigned.</p>		
<p>DISTINGUISHING CHARACTERISTICS: The Information Systems Technical Specialist is the second level of a two level information systems classification which is distinguished from the Information Systems Manager in that Information Systems Manager has full supervisory authority, provides administrative oversight and represents the division to other department heads within Padre Dam.</p>		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
1.	Develops, designs and codes software according to specifications. Develops conversion and implementation plans and provides programming and other technical support to ensure smooth program implementation.
2.	Troubleshoots employee computer and application problems (from simple to complex and/or recurring problems); performs repairs as needed, provides feedback and recommends and/or implements solutions, upgrades and training.
3.	Analyzes database needs, provides database application support (including application development) and end user support. Maintains documentation regarding processes, problems, solutions, licenses and equipment inventories.
4.	Converts data for new applications and refines current computer programs in order to customize to meet District needs.

PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

CLASS TITLE: Information Systems Technical Specialist

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
5.	Plans and prepares integration of new and upgraded technology. Installs, updates, maintains, configures, tests and secures computer hardware, software, peripherals and communication equipment.
6.	Participates in web-based project development, applications and procedures, to include Padre Dam intranet and web pages.
7.	Assists with identifying training needs including writing procedural manuals and providing/arranging end-user training in applications.
8.	Creates and refines computer reports for users.
9.	Completes system upgrades for both software and hardware; orders new equipment and supplies.
10.	Performs network administration activities to include: performing back-ups, restoring files, adding or deleting users; checking space requirements; screening user activity; applying and monitoring security patches for all operating systems and server applications; installing and configuring network operating systems and workstation operating systems; and configuring router and firewall firmware/software.
11.	Administers telecommunication systems and contracts.
12.	Writes proposals, reports, agenda items and other miscellaneous administration documentation.
13.	Oversees computer-related contracts and work done by consultants. Coordinates in-house and outsourced resources during IT/IS projects (cabling, remote site/temporary site setup, wired and wireless networks). Contacts and coordinates with vendors for solutions to hardware/software issues.
14.	Monitors computer and network performance; interprets information from network diagnostic tools.
15.	Monitors security and internet usage.
16.	Provides input for cost center budgeting and expenditures.

PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

CLASS TITLE: Information Systems Technical Specialist

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
17.	Provides direction and instruction to computer users and less experienced personnel.
18.	Performs other duties of a similar nature or level.

Knowledge (position requirements at entry, depending upon assigned position):

- Computer hardware, software and related peripherals for either IBM mid-range computer or Windows-based systems;
- Computer operating systems for either IBM mid-range computer or Windows-based systems;
- Local Area Network and Wide Area Network (LAN/WAN) hardware and software systems;
- Programming languages related to District software (i.e., IBM AS/400 and RPG III, IV, Query/400, SQL;
- Computer software programs such as JD Edwards, SAP, Oracle, BPCS, Peoplesoft, MS Office and other Windows-based operating systems;
- Network protocols and troubleshooting;
- Cisco network hardware and software;
- Project management tools;
- Appropriate security measures to protect Padre Dam's computer network from unauthorized access;
- Backup procedures and methodology;
- Electrical safety concepts;
- Basic programmable logic programming concepts desired;
- Wireless network methodology/protocols.

PADRE DAM MUNICIPAL WATER DISTRICT

CLASS SPECIFICATION

CLASS TITLE: Information Systems Technical Specialist

Skills (position requirements at entry, depending upon assigned position):

- Strong writing skills with the ability to effectively communicate in writing thoughts, ideas, recommendations, etc.
- Ability to effectively utilize project management skills in performing the tasks of the position.
- Programming and customizing applications;
- Monitoring and evaluating staff;
- Resolving problems;
- Developing and managing project budgets, tracking time for internal project resources;
- Troubleshooting hardware and software problems;
- Training users on how to use hardware and software;
- Writing procedural manuals;
- Understanding of routers and networking devices;
- Setting up, installing and configuring hardware and software applications;
- Performing database and application development;
- Using computers, peripherals and specialized software applications such as AS/400 hardware and JD Edwards and Windows software;
- Initiative and creativity in utilizing all available resources to research and implement new technologies;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Performing backups and restoring lost data.

Training and Experience (position requirements at entry, depending upon assigned position):

- Associate's Degree, or higher, in Computer Information Systems or related field and at least two years experience working in computer-related positions with operating systems, accounting software; OR
- Bachelor's Degree in Computer Information Systems or related field and at least four years experience working in computer-related positions with business systems software (JDE, SAP, Oracle, BPCS, Peoplesoft) OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Based upon job assignment, certification may be required, including, but not limited to CompTia A+, Microsoft certification (MCP, MCSA, MSCE), CCNA, IPM AS400, etc.
- Crystal reports, ODBC, ASC/Sequal reporting highly desired.

Licensing Requirements (position requirements at entry):

- Valid California Driver's License.

Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, sitting, walking, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, electrical currents and extreme temperatures.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

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Classification History:

Date: 4/98; 1/02; 08/04; 1/05